

Idaho Division of Professional-Technical Education
Emergency Services Training
IFSAC Accredited
Fire Apparatus Driver/Operator - Pumper
Certification Program

Proctor and Evaluator Handbook



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Table of Contents

Chapter B1.	Proctors and Evaluators	2
Chapter B2.	Written Exams	3
Chapter B3.	Manipulative Skills Exams	3
Chapter B4.	Facilities and Equipment Certification	4
Chapter B5.	Proctor Instructions for Written Examinations.....	5
Chapter B6.	Lead Evaluator Guidelines.....	6
Chapter B7.	Evaluator Guidelines.....	9

Proctor and Evaluator Handbook

Chapter B1. Proctors and Evaluators

- B1.1. Proctors for administering written exams are selected from either Emergency Services Training staff members, technical college or other approved representatives..
- B1.2. All written exam proctors are required to comply with all rules, guidelines, policies, and procedures for proctoring written exams as provided by Emergency Services Training.
- B1.3. Evaluators for conducting manipulative skills exams are selected from lists of qualified evaluators based on technical college service regions of the state. If there are not a sufficient number of evaluators available from a specific region, evaluators are provided from other regions.
- B1.4. All manipulative skills exam evaluators are required to comply with all rules, guidelines, policies, and procedures for evaluating manipulative skills exams as provided by Emergency Services Training.
- B1.5. To qualify as Driver/Operator evaluator for manipulative skills exams the following minimums must be met:
 - B1.5.1. Be state qualified to teach the IFSTA Fire Apparatus Driver/Operator program,
or
 - B1.5.2. Be a qualified IFSAC Fire Fighter evaluator, and
 - B1.5.3. Attend an IFSAC Driver/Operator Evaluator training course.
- B1.6. The IFSAC evaluator training course covers evaluator responsibilities, paperwork requirements, evaluation criteria, addressing problems and issues, authority, and objective evaluation procedures. In addition, new evaluators are required to complete a mentoring process with a qualified evaluator.
- B1.7. Emergency Services Training will select evaluators and designate a lead evaluator for each manipulative skills exam. The lead evaluator will have oversight responsibility for the testing event and the other evaluators.
- B1.8. It is the proctor or lead evaluator's responsibility to make certain that all paperwork for a testing event is in order before the event begins and that all the necessary equipment and props are in place and working properly.
- B1.9. All proctors and evaluators have the responsibility for insuring the objectivity and integrity of the evaluation process.
- B1.10. Any proctor or evaluator who fails to follow established policy and guidelines may have their name removed from the list of eligible proctors or evaluators.

- B1.11. All evaluators are required to attend annual evaluator in-service training. This refresher course will review the initial IFSAC training course plus program changes or updates.

Chapter B2. Written Exams

- B2.1. The written exams cover requisite knowledge and skills in NFPA 1002, *Standard on Fire Apparatus Driver/Operator Professional Qualifications*, 2003 edition.
- B2.2. Candidates are allowed a maximum of three (3) attempts on the written exam. The initial testing attempt is at no cost to the candidate. A Fifty dollar (\$50) retesting fee applies to each additional testing attempt. The candidate's department will be billed for the retesting fee. There is a 21 day waiting period between testing attempts. If a candidate fails the third attempt, they are required to reapply for certification after a one (1) year period following the last testing attempt. It is recommended that candidates attend additional training courses for the level of certification they are trying to obtain before they reapply for certification.
- B2.3. The written exam is comprised of 100 randomly selected multiple choice/T or F/matching questions that include apparatus driving and pumper operations topics. A minimum score of 75 percent (75 questions correct) is required for passing. All areas of requisite knowledge are represented in the test bank. Maximum test time is three (3) hours.
- B2.4. Emergency Services Training will not furnish calculators for testing. Candidates may furnish their own simple function calculators. Cell phones, PDA's, scientific calculators, and other electronic devices capable of storing formulas will not be allowed. Proctors are authorized to disallow any device not complying with this requirement.
- B2.5. Scoring of the written exams is conducted at Emergency Services Training's office using electronic scoring equipment. Any test with a failing score will be pulled and hand scored to verify the test score. Results of the testing will be mailed to a candidate within 10 – 20 working days following the testing event. Scores will not be released by telephone. If a candidate provides a written release, pass/fail results will be provided to the candidate's Fire Chief or Training Officer.
- B2.6. An official picture ID is required for admittance to a written exam.

Chapter B3. Manipulative Skills Exams

- B3.1. The manipulative skills exams are based on all job performance requirements and requisite skills in NFPA 1002, *Standard on Fire Apparatus Driver/Operator Professional Qualifications*, 2003 edition.
- B3.2. Candidates are allowed a maximum of three (3) attempts on the manipulative skills exam. The initial and second testing attempts are at no cost to the candidate. A Fifty dollar (\$50) retesting fee applies to the third testing attempt. The candidate's department will be billed for the retesting fee. There is a 21 day waiting period between testing attempts. If the candidate fails the third attempt, they are required to reapply for

certification after a one (1) year period following the last testing attempt. It is recommended that candidates attend additional training courses for the level of certification they are trying to obtain before they reapply for certification.

- B3.3. All candidates will provide their own NFPA compliant PPE. Minimum PPE will include boots, gloves, and helmets.
- B3.4. Manipulative skill exams are randomly selected from a test bank of skill sheets for FADO-P (three [3] categories – apparatus driving, maintenance, and pumping operations). All skills exams are graded on a pass/fail basis. One hundred percent (100%) of competency on skill sheets is required for passing. Candidates must successfully complete all skill stations at an exam site to receive a passing grade for the manipulative exam. Each candidate is allowed two (2) attempts at each station. A different evaluator is used for the second attempt. The second attempt is scheduled after all the candidates have completed the first attempt. Declining a second attempt at the same testing event is considered a failure of the attempt. Only one (1) additional attempt is allowed. The third attempt will be the skill that was failed plus one additional randomly selected skill.
- B3.5. A candidate may participate in the manipulative skills exam testing without having passed the written exam. At least one (1) attempt at passing the written exam must be documented before admittance to the manipulative skills exam is allowed.
- B3.6. An official picture ID is required for admittance to a manipulative skills exam.

Chapter B4. Facilities and Equipment Certification

B4.1. Written Examination

- B4.1.1. The proctor is responsible for certifying that the facilities provide adequate space for testing.
- B4.1.2. The Fire Chief of the department sponsoring the test is responsible for certifying that the facilities meet or exceed applicable NFPA safety and health standards or equivalent.

B4.2. Manipulative Skills Examination

- B4.2.1. The lead evaluator is responsible for certifying that the facilities provide adequate space for testing and ensure privacy during testing.
- B4.2.2. The Fire Chief of the department sponsoring the test is responsible for certifying that the facilities and equipment furnished for certification testing meet or exceed applicable NFPA safety and health standards or equivalent.
- B4.2.3. Test candidates who are not members of the sponsoring department must have their equipment certified as NFPA compliant by their Fire Chief.
- B4.2.4. The lead evaluator has the authority to suspend a testing event if it is determined there is safety issue with equipment (e.g. a non-functioning relief valve on a pump) or a safety hazard exists (e.g. weather related issues). Any untested candidates will be rescheduled for another testing event as soon as possible.

- B4.2.5. The lead evaluator has the authority to deny participation of a candidate if the candidate fails to have adequate equipment.

Chapter B5. Proctor Instructions for Written Examinations

- B5.1. As the proctor for the written exam, you are representing Emergency Services Training (EST). You are required to follow the exam instructions, complete and sign the exam roster, and sign the Written Test Facility Verification and Test Certification statements.
- B5.2. Only the individuals listed on the exam roster are permitted to test. No substitutions or walk-ins are allowed. Extra test packets are included for use as substitutes for defective test packets.
- B5.3. Test packets are not to be reproduced outside of Emergency Services Training's office. Reproduction of test packets will invalidate the exam and all individuals taking the exam will need to retest.
- B5.4. You are responsible for security of the test materials. Test packets are either to be locked in a secure place or in your immediate possession when not being used in a testing event. Failure to maintain security of the test packets will invalidate the test, all individuals taking the exam will need to retest, and your name may be removed from the list of approved test proctors.
- B5.5. While administering the exam, you need to remain in the room at all times.
- B5.6. Exam day instructions:
- B5.6.1. Check for official picture ID before admitting candidates to the test room. Any candidate who can not provide a picture ID will not be allowed to test.
 - B5.6.2. Give the candidates an orientation to the location of restrooms, drinking fountains, and emergency exits.
 - B5.6.3. Each candidate will need the following items:
 - B5.6.3.1. Student Enrollment Form
 - B5.6.3.2. Two (2) number 2 pencils with erasers
 - B5.6.3.3. Sealed Test Packet
 - B5.6.3.3.1. Scratch paper
 - B5.6.3.3.2. Test booklet
 - B5.6.3.3.3. Answer sheet
 - B5.6.3.3.4. Large folded envelope
 - B5.6.4. Candidates may furnish their own simple function calculators. Cell phones, PDA's, scientific calculators, and other electronic devices capable of storing formulas will not be allowed. As the proctor, you are authorized to disallow any device not complying with this requirement
 - B5.6.5. Make sure all other materials, including books, purses, etc., are placed on the floor during testing. Cell phones and pagers need to be off. When testing more

- than one candidate, provide adequate space between candidates to deter possible cheating. The only time candidates are allowed to leave the testing area is to use the restroom.
- B5.6.6. Explain to the candidates that it is extremely important that all information and answers on the test be clearly marked. If they change an answer, they need to completely erase it and mark the new answer. Marking multiple answers for a question will result in the question being marked wrong. There is a three (3) hour time limit for completing the 100 question test.
 - B5.6.7. Explain to the candidates that once the test begins, you will not be able to answer any questions about the test.
 - B5.6.8. If a candidate challenges a question, they need to write the question number and challenge issue on their scratch paper. The candidate should also answer the question in case the challenge is unsuccessful. Candidates may not use any text or training materials to define or look up the challenge question. You are not to discuss or approve question challenges at the test site. All challenges must be reviewed by the Program Manager of Emergency Services Training, who will then make a decision on the validity of the challenge.
 - B5.6.9. Any student(s) observed cheating will be immediately dismissed from the test. The Program Manager of Emergency Services Training will contact the candidate's Fire Chief to discuss the situation and determine the appropriate consequences. Actions range from retesting the candidate to removing the candidate from the certification process for one year.
 - B5.6.10. Read the scripted instructions to the candidates that are included with the proctor test booklet.
 - B5.6.11. When the candidate(s) completes the examination, all test materials should be handed in. No test materials, including scratch paper, are to leave the test site.
 - B5.6.12. Write down any problems, concerns, or any other comments you have about the testing event and submit them with the testing materials.
- B5.7. Return, within two (2) working days, all testing materials to Emergency Services Training following the completion of the testing event. Use a shipping method that will enable Emergency Services Training to track the location of the package.
- B5.8. If you fail to follow these guidelines, you may lose the privilege of proctoring future exams.

Chapter B6. Lead Evaluator Guidelines

- B6.1. As the lead evaluator, you are responsible for the overall control of the manipulative skills examination. Acting as the site manager, you will troubleshoot any issues that affect the testing event and spot audit the testing stations for objectivity and completeness of the evaluation process. You are Emergency Services Training's representative at the testing event.
- B6.2. Only the individuals listed on the exam roster and who have preprinted test booklets are permitted to test. No substitutions or walk-ins are allowed. Emergency Services Training has the responsibility to review applications for eligibility and approve/disapprove participation in skills tests.

- B6.3. As the lead evaluator, you have the authority to suspend a testing event if you determine a safety hazard exists or to deny participation of a candidate if the candidate fails to have adequate equipment.
- B6.4. You will serve as the safety officer for testing events. If a safety issue arises at a test station, you or the station evaluator will terminate the test, correct the issue, and restart the test. If the safety issue is a result of the actions of the candidate testing, the candidate is to receive a failing grade for that skill station.
- B6.5. Your role and responsibilities include:
- B6.5.1. Pre-test briefing with evaluator team members: *(Read the scripted instructions that are included with the lead evaluator test booklet).*
- B6.5.1.1. Assign an evaluator for each testing station. If a candidate needs to take a second attempt at a skill station, assign a different evaluator to conduct the test.
- B6.5.1.2. Ensure that all evaluators score the candidates in a fair and objective manner using the following criteria:
- B6.5.1.2.1. *Swiftly* complete the skill.
- B6.5.1.2.2. Exercise *safety* in performing the skill.
- B6.5.1.2.3. Show *competence* by completing all performance criteria of the skill.
- B6.5.1.3. Make certain that all paperwork for the testing event is in order before the event begins and that all the necessary equipment and props are in place and working properly.
- B6.5.1.4. Have the evaluators sign the certifying statement under the List of Evaluators.
- B6.5.1.5. Emphasize with evaluators that their role is to evaluate and not to coach or instruct during the testing process.
- B6.5.1.6. Review the testing procedures for all skill testing stations with the evaluators.
- B6.5.1.7. Remind evaluators that all discussions about skill evaluations and scoring must be conducted after the candidate has completed the skill testing station. The discussion needs to be in a location that is separated from the candidates and will provide privacy and ensure confidentiality.
- B6.5.1.8. Instruct the evaluators to refer any problems or questions that develop during the testing process to you. You will make a judgment call in resolving the problem. If you are unable to resolve the issue, contact Emergency Services Training for assistance. You will need to provide Emergency Services Training with a written report of the issue and your resolution.
- B6.5.2. Pre-test briefing with candidates: *(Read the scripted instructions that are included with the lead evaluator test booklet.)*

- B6.5.2.1. Welcome the candidates to the testing event and introduce the evaluation team to the candidates. Thank the candidates for participating in the certification process and answer any questions that the candidates may have about the testing process. Refer any questions that you are uncertain about how to answer to Emergency Services Training.
- B6.5.2.2. Announce that you will be checking PPE for NFPA compliance.
- B6.5.2.3. Give each candidate their preprinted test booklet and have the candidate complete the information on the front of the test booklet. Emphasize to the candidates that they are not to open the test booklet.
- B6.5.2.4. Collect all the test booklets and keep them in your possession until the testing event begins. Distribute the test booklets to the evaluators as each candidate is tested. Security of the test booklets is critical.
- B6.5.2.5. Read test instructions/rules to candidates. (Instructions and rules are included in the lead evaluator script.)
- B6.5.2.6. Designate a secure area for the candidates to wait while other candidates are being tested. The waiting area should be isolated from the test stations and not contain any materials that could be used to study for the manipulative skills testing event. Retest candidates must be separated from other candidates waiting to be tested.
- B6.5.2.7. Remind the candidates that this is a test. Retest candidates are not to discuss tested material or any problem concerning the test with anyone else while waiting to retest. Candidates observed discussing the test with others will be immediately dismissed from the test. The Program Manager of Emergency Services Training will contact the candidate's Fire Chief to discuss the situation and determine the appropriate consequences. Actions range from retesting the candidate to removing the candidate from the certification process for one year.
- B6.5.2.8. Emphasize with the candidates that running during the testing event is considered a safety violation and will not be tolerated. Any safety violation by a candidate at a testing station will result in the candidate receiving a failing score for the skill that is being tested. The exception to this rule is when the safety violation occurs as a result of actions by others than the candidate testing. Only in this situation will the test at the testing station be stopped and then restarted after the safety issue is resolved.
- B6.5.2.9. Point out that if a candidate needs to take a second attempt at a skill station, a different evaluator is assigned to conduct the test.
- B6.5.2.10. Announce that anyone needing to take a third attempt on a skill test will need to have their Training Officer submit a test request form requesting a retest.

B6.5.3. Post test procedures and debriefing:

- B6.5.3.1. Collect all the test booklets from the evaluation teams. Check for completeness and signatures.

B6.5.3.2. Hold a debriefing session with all the evaluators. During this time you will need to:

- B6.5.3.2.1. Collect any test items issued to the evaluators.
- B6.5.3.2.2. Review the testing process and discuss/address any issues or problems that arose during the testing event.
- B6.5.3.2.3. Have the evaluators complete all necessary paperwork, including timesheets and expense sheets, and turn them into you.
- B6.5.3.2.4. Complete the Manipulative Examination Results form.

- B6.5.4. Return, within two (2) working days, all testing materials to Emergency Services Training following the completion of the testing event. Use a shipping method that will enable Emergency Services Training to track the location of the package.
- B6.5.5. Send evaluator timesheets and expense sheets to the technical college who furnished the payroll paperwork.
- B6.5.6. Candidates have the right to review their test booklet after the testing event is finished. The candidate must make the request to review the test booklet.
- B6.5.7. If a candidate fails twice, the candidate must sign the manipulative skills sheet to verify their acknowledgement of the failed attempts.
- B6.5.8. Record any exceptions or irregularities to the testing event and any corrective actions taken in the Comments section at the end the instructions/script of the Lead Evaluator Instructions booklet.
- B6.5.9. If you fail to follow these guidelines, you may lose the privilege of being an evaluator for future manipulative skills exams.

Chapter B7. Evaluator Guidelines

- B7.1. As a manipulative skills evaluator, you responsible for evaluating a candidate's ability to perform specific skills in a structured testing situation.
- B7.2. Your role and responsibilities include:
 - B7.2.1. Score candidates in a fair and objective manner using the following criteria:
 - B7.2.1.1. *Swiftly* complete the skill.
 - B7.2.1.2. Exercise *safety* in performing the skill.
 - B7.2.1.3. Show *competence* by completing all performance criteria of the skill.

- B7.2.2. Reset all equipment used in the testing station to the same starting position for all candidates. Candidates who have successfully completed the testing station skill exam can assist with resetting the equipment for the testing station.
 - B7.2.3. Remind candidates that questions will not be answered once the testing on the skill begins.
 - B7.2.4. Read the skill to be demonstrated
 - B7.2.5. Describe any conditions to be met.
 - B7.2.6. Set a time limit (if applicable) for completing the skill.
 - B7.2.7. Stop a testing skill station for safety violations.
 - B7.2.8. Hand-deliver the candidate's manipulative skills exam booklet to the next skill testing station. Candidates are not to have possession of their test booklet during the testing event.
- B7.3. All discussions about skill evaluations and scoring must be conducted after the candidate has completed the skill testing station. The discussion needs to be in a location that is separated from the candidates and will provide privacy and ensure confidentiality.
- B7.4. Complete the testing station skills sheets for each candidate. Include any comments concerning the testing of the candidate and then sign the skill sheet to affirm passing or failing of the skill by the candidate.
- B7.5. Refer any problems or questions that develop during the testing process to the lead evaluator.
- B7.6. Attend a post test debriefing session with the lead evaluator to discuss the testing event and any issues or problems that developed during the testing.
- B7.7. Sign the List of Evaluators section of the Lead Evaluator's test booklet certifying compliance with Emergency Services Training's Fire Fighter Certification Program Policies and Guidelines.
- B7.8. Complete all required paperwork, including timesheets and expense sheets. Turn all paperwork into the lead evaluator.
- B7.9. If you fail to follow these guidelines, you may lose the privilege of being an evaluator for future manipulative skills exams.